DOCUMENT RESUME

ED 344 076 CE 060 898

TITLE National Technical Assistance Organizations. Workforce & Workplace Literacy Series.
INSTITUTION Business Council for Effective Literacy, New York, NY.
PUB DATE 10 Jan 92
NOTE 5p.
AVAILABLE FROM Business Council for Effective Literacy, 1221 Avenue of the Americas, 35th Floor, New York, NY 10020 ($5.00).
PUB TYPE Reference Materials - Directories/Catalogs (132) -- Collected Works - Serials (022)
JOURNAL CIT BCL Brief; n2 Jan 10 1992

EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS *Adult Literacy; Job Skills; *National Organizations; Program Descriptions; *Technical Assistance
IDENTIFIERS *Workplace Literacy

ABSTRACT

This brief describes national technical assistance organizations. Thirteen organizations are included: Essential Skills Resource Center; Center for Applied Linguistics; Center on Education and Training for Employment; Language Training Designs; Center for Remediation Design; Matrices Consultants, Inc.; Performance Plus Literacy Consultants; HRD Department, Inc.; Frontier College; Sylvan Learning Corporation; Educational Data Systems, Inc.; Salem Company; and Work, Achievement, Values, and Education. Each listing may include the following: organization name, acronym, description, address, and telephone number. (NLA)

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Workforce & Workplace Literacy
No. 2 Rev. January 10, 1992

National Technical Assistance Organizations

1. Essential Skills Resource Center. Linda Stoker, the Center's director, was architect of Polaroid's Fundamental Skills and Technology Readiness Programs. The Center, based in Cambridge, Massachusetts, is a reconstitution of Cox Educational Services which Stoker was instrumental in founding. Stoker and her staff developed the industry-wide Carl Didde WorkPLACE program of the National Association of Printers & Lithographers. The Center has developed workplace programs for both big and small companies and for colleges and community agencies, has produced guides and other technical assistance material to aid others in the development of workplace literacy programs and the training of trainers, and is experienced in running workshops and seminars. Write to Essential Skills Resource Center, P.O. Box 426, Cambridge, MA 02141, (617) 643-3814.

2. The Center for Applied Linguistics (CAL). CAL has extensive experience in both large and small business settings. Recently, CAL worked with the UAW/GM Human Resource Center to develop Skills 2000, a videodisc showing emerging workplace literacy requirements through on-the-job simulations. CAL has also worked with Crestar Bank, Vinnell Corporation, departments of federal government, and international organizations. The organization specializes in programs for refugee and immigrant groups, and operates the National (ESL) Clearinghouse on Literacy Education. CAL is a nonprofit organization and has worked broadly in the field of language and literacy for more than 30 years. Contact JoAnn Crandall, Center for Applied Linguistics, 1118 22nd Street NW, Washington, DC 20037, (202) 429-9292.

3. Center On Education & Training for Employment (CETE). CETE has developed workplace programs for the Arab American Oil Company, and for schools, colleges, and government-assisted employment training programs. The Center recently developed a workplace skills program for an auto manufacturer. Workshops are one of several technical assistance services offered by the group. CETE recently developed a workshop on workplace needs in reading and math for trainers of apprentices in the sheet metal and air conditioning industry. Contact Sandra Pritz, Center on Education & Training for Employment, Ohio State University, 1900 Kenny Road, Columbus, OH 43210, (614) 292-4353.

4. Language Training Designs was established in April 1989 by Anne Lomperis, a specialist in workplace programs for limited English speakers. She has wide international experience and has worked broadly in the U.S. with the hotel and food service industries. Other clients have included cruise lines, airlines and airports, and manufacturing plants on the Texas-Mexico border. The organization is presently developing criteria that employers can use when selecting workplace education consultants. Contact Ms. Lomperis at Language Training Designs, 16 Butterfield, Irvine, CA 92714, (714) 552-4601.

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5. Center for Remediation Design. The Center is a project of the U.S. Conference of Mayors, National Association of Private Industry Councils, National Association of Counties, and the Partnership for Training and Employment Careers. In addition to designing workforce literacy programs (with emphasis on public systems), it has held regional training institutes for policymakers, program providers, and corporate managers focused on strategies for attacking basic skills deficiencies among at-risk youth and adults through Job Training Partnership Act programs and JOBS. The Center is working extensively with professionals at the state and local levels to help them adapt present delivery systems to the functional context approach. It has developed labor-market validated assessment tools and curriculum guides, containing competencies and learning objectives, that can be applied in both general and workforce settings and that have generic utility in a wide variety of occupations. Contact Lori Strumpf or Kay Albright, Center for Remediation Design, c/o National Job Training Partnership, 1133 15th Street NW, Suite 1200, Washington, DC 20005, (202) 872-0776.

6. Matrices Consultants, Inc. Matrices offers a range of services including workplace literacy planning and management seminars, training of trainers, and all aspects of designing and implementing workplace programs. Among its recent clients are the National Westminster Bank USA, National Westminster Bank of New Jersey, and American Express Company. Matrices has also worked with other service industries and with manufacturing. Contact Susan Koen, Managing Director, Matrices Consultants, Inc., 136 Commercial Street, Portland, ME 04101-4744, (207) 828-5151.

7. Performance Plus Literacy Consultants. Performance Plus has a special focus on small and medium-sized businesses, but also works with larger companies and unions. Jorie Philippi, the organizations's president and founder, has developed job-specific curriculum and tests for the military, educationally disadvantaged young adults, business and industry, state and federal agencies, and private industry councils. Recent workforce projects include the industry-wide curriculum development effort of the American Institute of Banking (in which Ms. Philippi and Larry Mikulecky of Indiana University were co-designers); training workplace literacy trainers in New York City, and in Georgia, Mississippi, Colorado, and Arkansas; evaluating the civilian version of a U.S. Army computer-assisted instructional program for the National Alliance of Business; and together with community colleges and state government officials in South Carolina helping to assess the basic skills needs of the textile, metal working, and industrial maintenance industries. Performance Plus operates a regular program of workshops and seminars around the country, based on its new workplace skills program training manual, *Literacy At Work: the Workbook for Program Developers*. Contact Ms. Philippi at Performance Plus Literacy Consultants, 7869 Godolphin Drive, Springfield, VA 22153, (703) 455-1735. (Note: The manual is available from Simon & Schuster Workplace Resources, PO Box 1230, Westwood, NJ 076-9855, 800-223-2336.)

8. The HRD Department, Inc. HRD was instrumental in developing the nationally-known workplace program of the Onan Corporation. The group specializes in "the front-end" activities of designing a program, such as job task analysis, employee skills assessment, and helping businesses clarify their specific training needs. It also works as a liaison between businesses and education providers at the local level, provides motivational services to get workers interested in skills training programs, and works with managers to help them examine logistical considerations. HRD has worked extensively with manufacturing, but also with health-care, utility, insurance, and other kinds of industry. Among HRD's current clients is Remmele Engineering. Contact Susan Peterson or Brian Murphy, The HRD Department, Inc., PO Box 40035, St. Paul, MN 55104, (612) 642-1427 or (800) 642-1427.

9. Frontier College (Toronto, Canada). Frontier College is a national literacy organization and Canada's oldest adult learning center. Among its services is the Learning in the Workplace project which offers training, materials, and consultation. In the past three years, the project has worked with several Canadian companies, community colleges, boards of education, and workplace literacy trainers. Contact Learning in the Workplace, Frontier College, 35 Jackes Avenue, Toronto, Ontario, Canada, M4T 1E2, (416) 923-3591.

10. Sylvan Learning Corporation, founded in 1978, is a network of some 500 learning centers which provide remedial education services to schools, businesses, correctional institutions, welfare recipients, and others. Its adult programs are offered through its Continuing Adult Education Division with input from an advisory board chaired by former Secretary of Education Terrel Bell. Sylvan moved into the design and operation of work-site basic skills and high school diploma programs only recently. Working with a small group of companies initially, a prototype model is being developed that can be customized to meet the differing needs and goals of individual work environments. The Russell Corporation of Alexander City, Alabama, a leading manufacturer of athletic sportswear which employs several thousand people in the Southeast is one of those companies. Contact David Marshall, Director, National Accounts, Sylvan Learning Corporation, 2400 Presidents Drive, PO Box 5605, Montgomery, AL 36103, (205) 277-7720.

11. Educational Data Systems, Inc. (EDS). EDS was founded in 1979 to develop job training programs for manufacturers and displaced workers. Four years ago the firm adopted workplace literacy as a specific area of technical assistance. It has since been designing functional-context basic skills programs for employers and state agencies concerned with worker skills upgrading. It has also been training company personnel in how to develop and operate such programs themselves. For example, for the Indiana Job Training Association, EDS is currently training some 100 people at 15 different sites in how to conduct literacy audits and assessment and develop curriculum. It has done workplace literacy audits for some 25 California companies, in cooperation with the State Education Department. Other recent clients include Apple Computer, the Michigan State Department of Adult Learning, the California Rapid Transit District, and Domino's Pizza. EDS has developed manuals and related materials to help companies identify workplace literacy problems within their organizations and develop a job-related program from initial analysis through final evaluation. Contact Dennis Guzik, National Marketing Manager, Educational Data Systems, Inc., 22720 Michigan Avenue, Dearborn, MI 48124, (313) 277-2742.

12. The Salem Company. The Salem Company is a national technical assistance organization founded in 1991 specifically to help companies develop job-related worker skills upgrading programs. The group also provides consulting services to governmental and nonprofit organizations. It is headed by Karl Haigler, recent literacy advisor to the Governor of Mississippi and before that Director of the Division of Adult Education and Literacy of the U.S. Department of Education. Among Salem's current clients are True Temper Hardware (a light manufacturer of garden supplies), Hoechst Celanese Chemical Manufacturing Company, Moses Cone Hospital, Walton National Literacy Center, and the Southern Governors' Association. Contact Karl Haigler, President, The Salem Company, 214 Church Street, Suite 220, Charlotte, NC 28202, (704) 375-8200.

13. Work, Achievement, Values & Education (WAVE). Formerly known as the 70001 Training and Employment Institute, WAVE is a national nonprofit organization established in 1969. While its primary focus is on education and employment services for at-risk youth, it has

recently moved seriously into the area of work-based basic skills and employability training for small businesses. With funding from the U.S. Department of Labor and in cooperation with the National Federation of Independent Business, in 1989 it surveyed the attitudes, practices, and investments of some 16,000 small businesses with respect to basic skills training for their employees. Then, based on the survey results, through mid-1991 it carried out a national demonstration project involving small businesses in the childcare, printing and publishing, and auto repair and service industries. Working with and through professional and trade associations, it conducted job task analyses in a sampling of small businesses in each industry, assessed employee skills needs, and otherwise helped the associations plan for suitable programs of instruction. In one case, childcare, it also developed and implemented the actual employee program. WAVE is now planning two new job skills and employability programs, one for elderly people that will be hired by small businesses and the other for a small employment firm which supplies workers to small businesses in the Alexandria, Virginia area. Contact Donna Sizemore-Elliott, Vice President of Communications, WAVE, 501 School Street SW, Suite 600, Washington, DC 20024-2713, (202) 484-0103.

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